

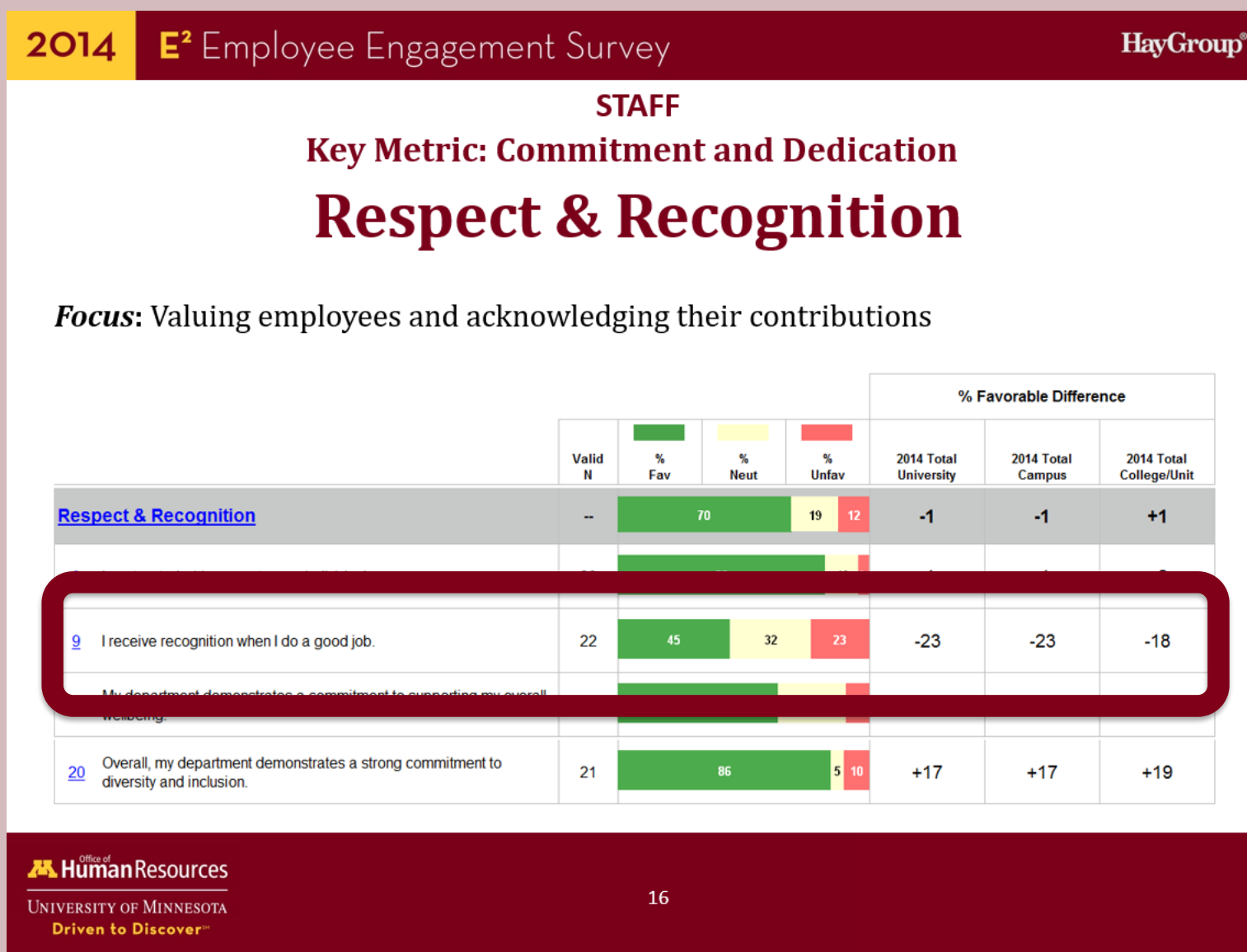
Boosting Staff Engagement with a Traveling Gopher

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Problem:

An institution-wide employee engagement survey was conducted fall of 2014. One survey metric centered on gauging employee perception on how they were valued and acknowledged for their contributions to the organization. While the results were generally favorable, management decided this could be higher as staff recognition is core to employee engagement, satisfaction, retention, and ultimately patron satisfaction with the organization.

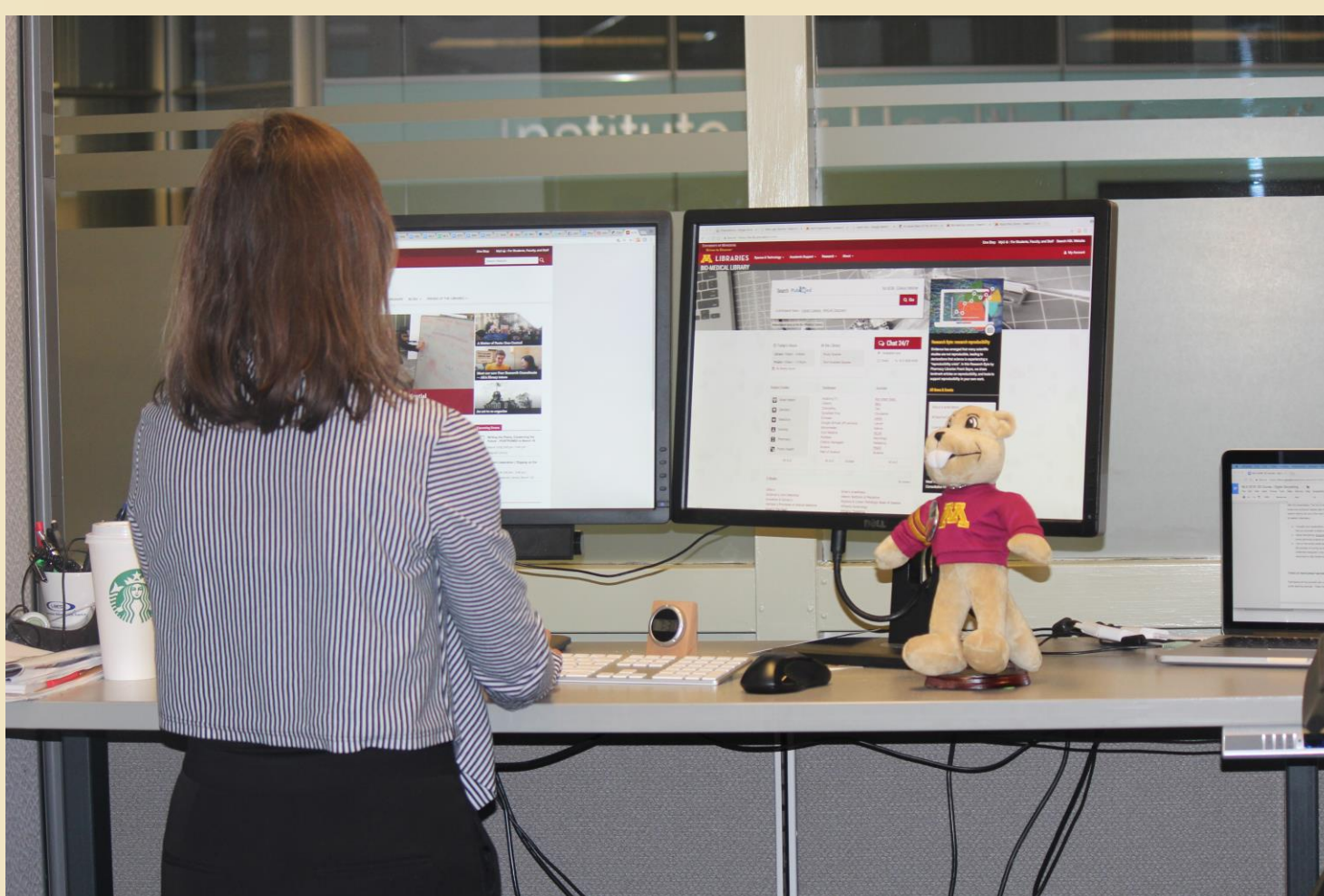
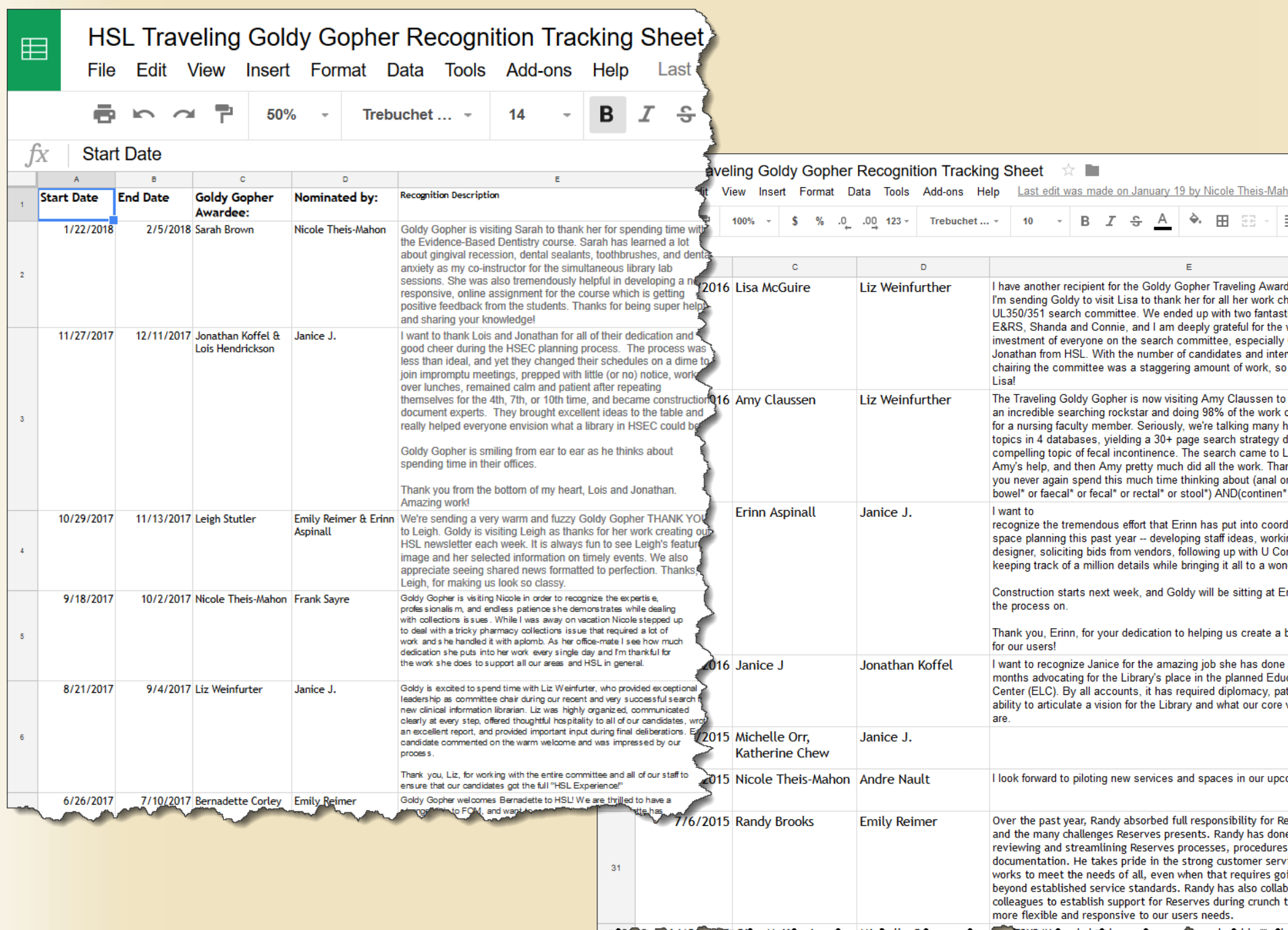


Solution:

A staff recognition committee was put together to brainstorm ideas of how to recognize employee contributions that didn't involve the more standard recognition types like "employee of the month". One of the ideas that rose to the top was that of a "traveling award". The idea is for staff to present the traveling award to an individual from whom they received great service (to either patrons or a fellow staff member) or who made their job easier in one form or another. The traveling award is meant to be peer-to-peer and the award nominator is encouraged to submit a brief description to the internal bi-weekly newsletter of who received the award and why. In addition, all persons receiving the traveling award have their names entered into a quarterly drawing to enjoy coffee or lunch with the library director.

Results:

To make the traveling award more fun, a pair of stuffed institutional mascots – Goldy Gophers -- was purchased (in case of one traveler going astray). The designated traveling award and his cousin were ready to start visiting staff in May of 2015 and proved to be a huge success. Since its roll-out, Goldy and his cousin Goldie have visited staff more than 30 times with accompanying write-ups posted in the library's bi-weekly emailed newsletter. Staff have embraced the traveling awards and have used them to call out colleagues for a wide variety of reasons, such as project leadership, administrative support, great customer service, or just "general awesomeness."



Outcome: Connections

Staff want to be respected and valued for their contributions and respond to appreciation through recognition of their good work because it sends an extremely powerful message that their work is valued and that they are an important part of the organization. Staff that feel that their contributions are valued by their peers and the organization is more likely to have greater job satisfaction, work better together as teams and feel a sense of pride in the organization's goals and values.

STAFF KUDOS

Hooray for Bernadette

Goldy Gopher welcomes Bernadette to HSI! We are thrilled to have a stronger link to FOM, and want to recognize all that Bernadette has already contributed to making our spaces welcoming, beautiful and innovative (she is a font of ideas for our new makerspace!). Bernadette is constantly working in the background, so you may not realize all that she is doing to keep things running smoothly. We appreciate her smart insights, resourcefulness, dedication and hard work. Goldy is very excited to get to spend time with Bernadette!



Libraries/Staff Activities and Kudos

Over the past year, Randy absorbed full responsibility for Reserves processing and the many challenges Reserves presents. Randy has done a great job reviewing and streamlining Reserves processes, procedures and documentation. He takes pride in the strong customer service he provides and works to meet the needs of all, even when that requires going above and beyond established service standards. Randy has also collaborated with AIS colleagues to establish support for Reserves during crunch times, making us more flexible and responsive to our users' needs.

Thanks for providing such great service, Rand

Emily Reim

Nicole Theis-Mahon given the Goldy Gophe Award

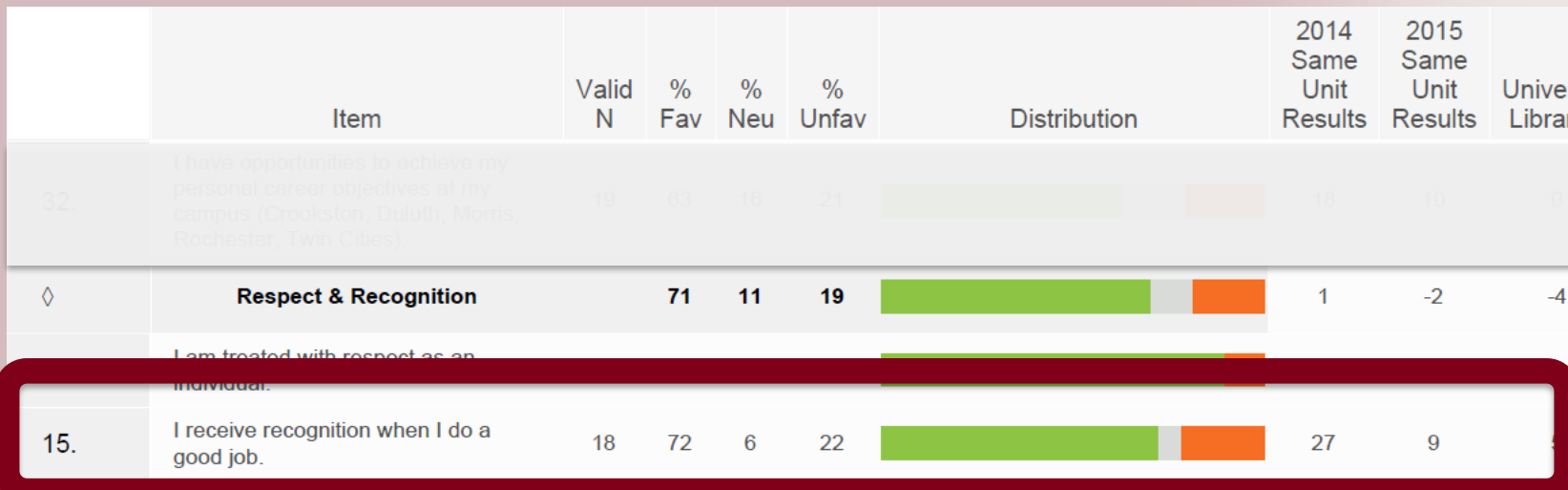
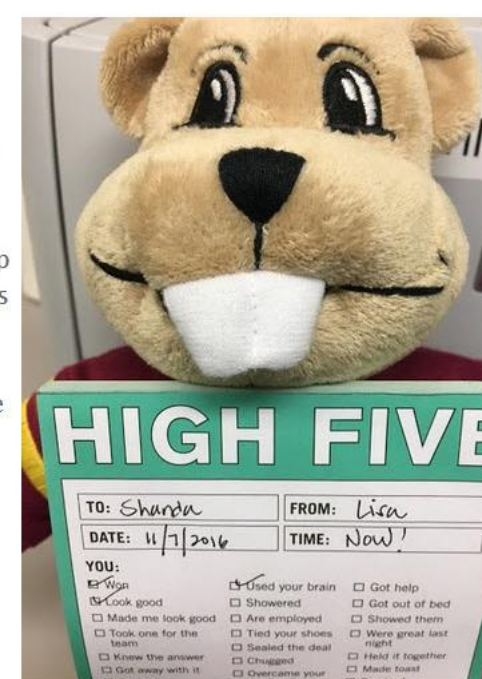
Nicole Tice-Mahon has received the Goldie Gopher award for the excellent job she has been doing as collection development librarian. She recently renegotiated our subscription to *Anatomy TV* from allowing 10 simultaneous users to allowing unlimited simultaneous users. The 6 month embargo on Diabetes and Diabetes Care has now been lifted thanks to Nicole and her colleagues. Nicole has also been instrumental in our purchase of *Handbook of Diabetes Mellitus*. Nicole has also been instrumental in our purchase something. The department chair for the Center of Bioethics requested that we purchase a book a few weeks ago and Nicole ordered an electronic copy of the book the same day that I received the request. Finally, last year Nicole purchased a series of videos from the ICE (International Clinical Educators, Inc.) Learning Center that a faculty member from Physics requested. Nicole has always helped anyone who has asked and she always requests that our collection development issues have helped me establish better relationships with my liaison responsibilities.

-- Del Reed

Goldy Visits Erin

In anticipation of colder temperatures, Goldy has decided to leave Gina's desk in the north end head house (one floor) to Erin's office. Special thanks to Erin in recognition of all her work steering this year's AAHSL static report. She boldly took the helm and guided HSL through thorough and stormy waters of the AAHSL statistics reporting process (a bit like rounding the treacherous Cape Horn). Thank you so much, Erin!! Additional thanks to the excellent crew (Emily, Nicole, Todd, Lisa, Katherine, Andre, Lois, Del, Janice, Shaan Hamilton, and anyone I forgot) who helped to complete this annual voyage!

-- Gina McKenna



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Recognition roll out

As all of you have seen, recognition thank-you notes with some general guidelines have been placed in your mail boxes. Use them as desired!

Regarding the more formal peer recognition in the form of an award that "travels" throughout the staff of HSL: a Goldy Gopher stuffed toy has been purchased and is now in Katherine Chew's office waiting for its first assignment!

The guideline for gifting Goldi

The idea is for staff to pass the traveling award to an individual from whom they received great service, or who made their job easier. It is meant to be peer-to-peer, i.e. it would not be the supervisor who determines who gets the award next.

The award will reside with the recipient a maximum of 4 weeks. After 2 weeks, the Gopher can be requested by another staff member for use for recognition. At the 4 week mark, if the award has not already moved on to a new awardee, the current recipient's supervisor will move the award to a neutral holding area and advertise its availability. This is to avoid the award from stalling out and remind staff about it; staff Recognition Program members will monitor this activity.

We encourage the nominator to submit a brief description to the HSL newsletter of who received the award and wh

All persons receiving the travelling Goldy Gopher award will have their names submitted by the nominator to be entered into a quarter drawing to enjoy a coffee, frozen yogurt, lunch, etc., with the HSL director (you get to pick and she gets to buy!).